Attorney's Docket No. 13906-142001/2003P00614US01

Applicant: Kumar et al.
Serial No.: 10/804,320
Filed: March 18, 2004

Page : 2 of 10

Amendments to the Specification:

Please replace the paragraph beginning at page 5, line 6 with the following amended paragraph:

FIGS. 3A-15 are display screens associated with an implementation of a personalized interaction center (IC) manager's dashboard.